

Product Notice #0463



Release of Voca Version 10 for General Availability

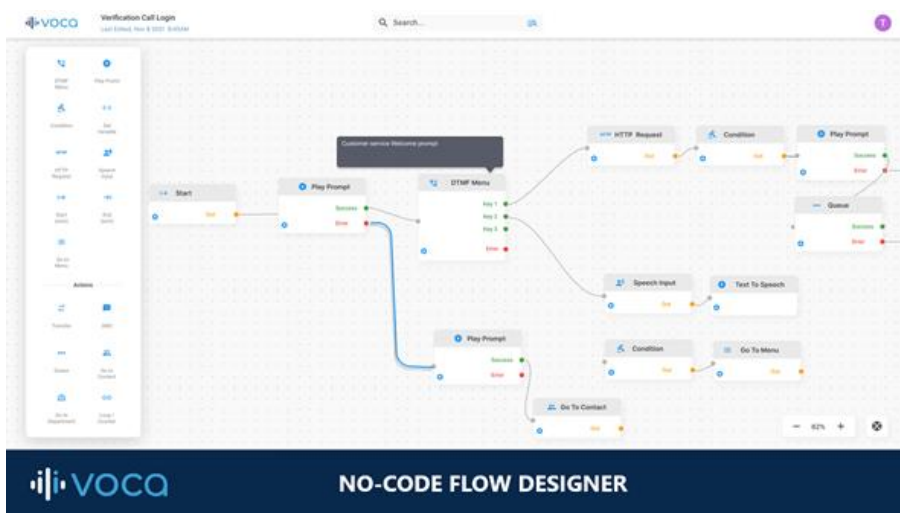
We are pleased to announce the General Availability (GA) of Voca Software Version 10!

This release features significantly enhanced Contact Center capabilities for Voca, as well as a new no-code, drag-and-drop visual Flow Designer.

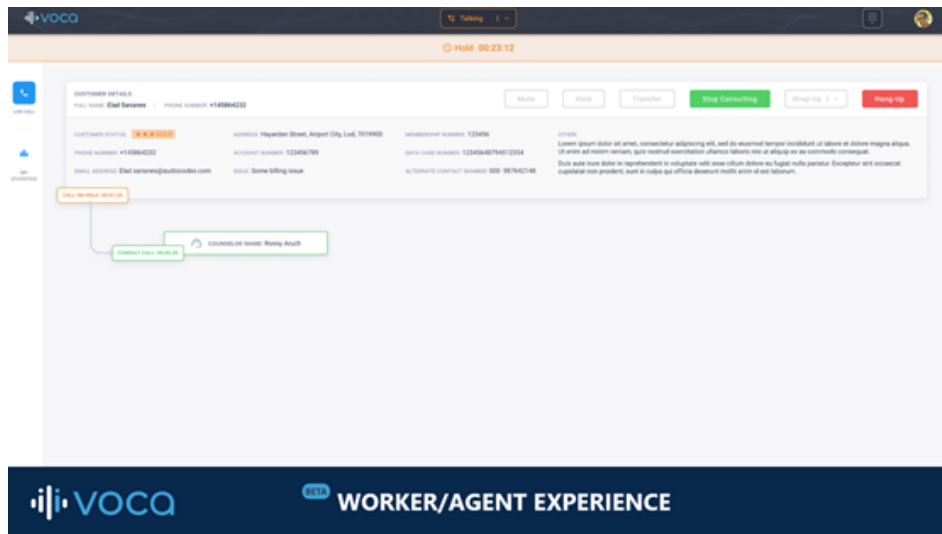
For a full description of this release, click [here](#) to download the Voca *Release Notes* from AudioCodes website.

Major Features

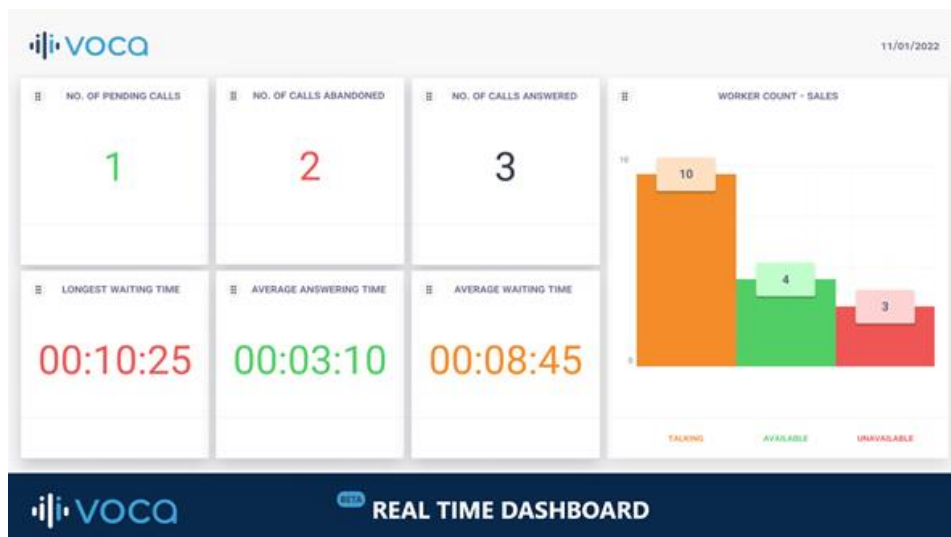
- **Voca no-code IVR Flow Designer**, allowing users to easily build customized service flows:



- **Skill-based routing**, enabling callers to be routed to the best matching worker depending on IVR flow and availability.
- **Voca Worker (Agent) & Supervisor Experience**, enabling users to easily sign-in/sign-out of queues, receive and make incoming calls, control wrap-up, use multiple call controls and view CRM information on-screen:



- **Real-time dashboard** providing a real-time, fully customizable view of in-queue call handling and service levels:



- **On-prem Microsoft Speech-to-Text** using Containers.

Voca Online Onboarding Experience

Try Voca online and build a Conversational IVR in just 5 minutes! Visit the Voca onboarding experience on [Teams](#) or [Web](#).

Affected Products

Voca Conversational Interaction Center



If you have any questions, contact us at
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